

## If better health is on your list, we're here to help.

Introducing exciting new resources for members of the Mississippi State and School Employees' Health Insurance Plan.

To help you achieve your 2011 health goals, we've added new services, like 24/7 phone access to a registered nurse. These exciting additions come from our new partnership with ActiveHealth, a company that helps people all over the country take charge of their health.

So whenever you get a letter from ActiveHealth—open it! It will contain information about great new services to help you take control of your health.

- Get answers from a registered nurse 24/7
- Stay safer with health alerts
- Get help with diabetes, congestive heart failure, coronary artery disease or asthma
- Receive one-on-one support for serious or complex health needs
- Give your baby a healthy start

*These programs are confidential and available at no extra charge to you, so you can use them with confidence.*



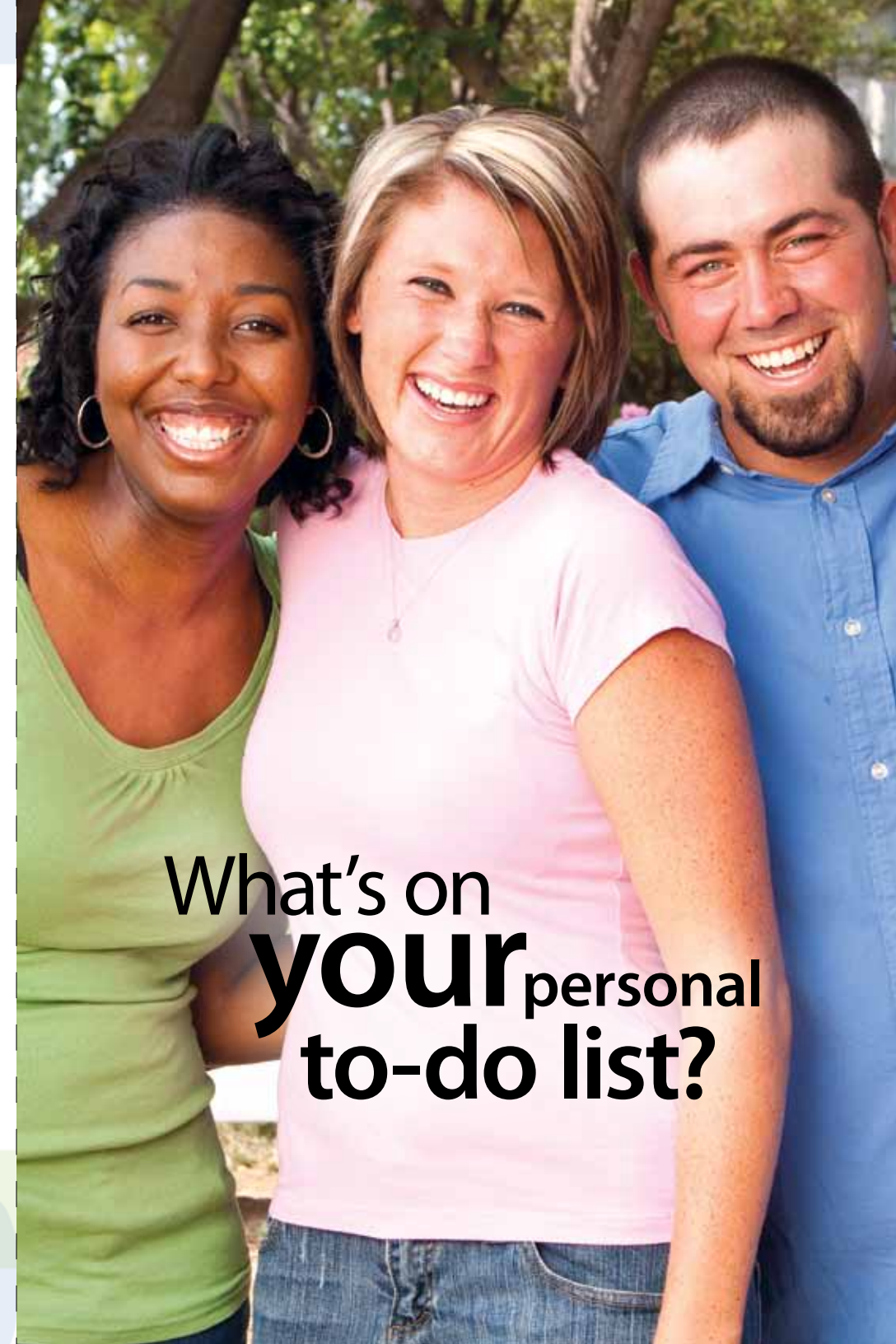
### Extra Resources at No Extra Cost

Remember, there is no additional cost for any of these resources. They are included in your medical plan. So be sure to take advantage of them and make this year your healthiest yet!

You are protected by all federal and state privacy laws, and your health information cannot be used to affect your employment in any way.



What's on  
**your** personal  
to-do list?



# Check out these exciting new resources. Then start checking off your health goals!

## Get Answers from a Registered Nurse 24/7

Now there is a number you can call 24 hours a day, 7 days a week for information and guidance from a registered nurse. It's called Nurse Line and it can help you:

- Get answers 24 hours a day, 7 days a week
- Make smart choices about healthcare
- Better understand how to take care of yourself and your family

## Stay Safer with Health Alerts

Wouldn't it be great if someone could help you and your family get the best and safest healthcare possible? That's exactly what ActiveHealth does. It uses a special computer system to help watch over the care you get and the medicines you take. If the system sees medicines that shouldn't be mixed together, or maybe a test or a screening that could possibly help you, it lets you and your doctor know by sending you a letter called a *Care Consideration*.

If you get one of these letters in the mail, talk to your doctor about it. Together, you can decide whether your treatment should be changed in any way.

## One-on-One Nurse Coaching Programs

ActiveHealth offers several nurse coaching programs for people with different needs. Even if you don't need any of these services now, it's nice to know they're there. For more information about these programs, call ActiveHealth toll-free at 1-866-939-4721 Monday–Friday, 7:30 am–10 pm, and Saturday, 8 am–1 pm, Central time.

## Healthy Starts for Moms and Babies

Are you expecting a baby? You can work with a registered nurse right over the phone through our Maternity Program. Your nurse coach will:

- Guide you through your pregnancy and answer your questions, even during the evening and on Saturdays
- Help you understand the growing needs of your baby
- Give you suggestions for taking care of yourself and your newborn
- Teach you how to recognize pre-term labor
- Get you extra help if your pregnancy is high risk

To get started, call within the first four months of pregnancy.

## Help for Complicated Health Issues

Are you in the hospital a lot or for a long time? Do you need home healthcare or other special services for a long period of time?

If you have this kind of serious health problem, you can get help from the Case Management Program. You'll work one-on-one with a registered nurse who will:

- Help you understand the kind of care you need
- Tell you about all of your healthcare choices
- Make sure you know where you can find the treatments you need

In most cases, ActiveHealth will call you if you are eligible for this program, or you can call us if you have questions.

## New Number to Call for Certification

Advance approval (also called "certification") is required for hospital admissions and some outpatient services. Read your Plan Document for more information about the types of care that require certification.

There is also a new number that you or your doctor need to call for certification. Just call toll-free 1-866-939-4721, Monday–Friday, 7 am–7 pm Central time. Your doctor can also fax your information to ActiveHealth at 1-866-617-4900.

## Support for Long-Term Health Problems

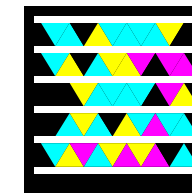
Do you have diabetes, congestive heart failure, coronary artery disease or asthma? If you have any of these health conditions, you can have a registered nurse as your personal health coach through the Informed Care Management program.

This one-on-one support doesn't replace your doctor—it's extra help you get in addition to your doctor from a nurse who's available on your schedule. Your nurse coach will work with you over the phone to:

- Help you understand your condition
- Answer questions about medications and side effects
- Explain the tests your doctor orders and what the results mean
- Help you eat better, quit smoking or make other changes your doctor may have told you to make

To make it even easier to use the program, you can email your Nurse Coach and complete follow-up items online. You can also take advantage of online health coaching and tools that make it convenient and even fun to improve your health.

**The Nurse Line number is 1-866-939-4721.**  
**Keep it handy and call when you have a question, any time day or night.**



**Or scan the mobile tag into your smartphone** so you always have the number at your fingertips when you need it.